

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 04-04	Effective Date: 10/15/04	Revision Date: 11/15/04
Subject: Telephone Access		

I. Policy Statement

Juveniles in the custody of Juvenile Justice Services shall have access to a telephone to make and receive personal telephone calls, subject to facility and program procedure.

II. Rationale

Juveniles in Division facilities and programs need to have continual support from and connection to their family and community. Telephone phone contact with family and community will help maintain that support and connection. Parents and legal guardians have a right to know when and where the Division detains juveniles.

III. Procedures

- A. Upon arrival to a facility or program, staff shall allow a juvenile to telephone his or her parents or legal guardians, as well as, his or her legal representative as soon as possible, but no later than two (2) hours after arrival. When a juvenile is unable to contact his or her parents or legal guardians, within the allotted time frame, staff shall document the reason and allow the juvenile the opportunity to make contact, as soon as possible. Staff shall render assistance, as necessary.
- B. Facilities and programs shall establish guidelines that allow juveniles to make or receive phone calls to or from his or her parents or legal guardians. Guidelines shall provide for established hours in accordance with facility and program procedures that safeguard the safety and security of the facility and program.
- C. Juveniles shall be allowed to make or receive a weekly telephone call to his or her parents or legal guardians, during established hours, at the facility's expense. Additional phone calls may be made, in accordance with facility or program procedures.
- D. Procedures shall be established at each facility or program that provide for special or emergency calls at times other than the regular phone call times.
- E. Additional calls may be earned, as a part of the facility or program's positive behavior management program, at the discretion of the case manager or facility supervisor.
- F. All calls to juveniles shall be made and received in accordance with facility and program procedures that safeguard the security of the facility or program

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- G. Juveniles may receive calls from community case managers, social workers, law enforcement officials, probation officers, and legal representatives at any time, unless the juvenile is currently in disciplinary confinement.
- H. Staff may deny telephone phone access upon specific conditions outlined in facility or program procedures and the caller shall be informed of those conditions. When a juvenile is unable to receive an incoming telephone call, the caller shall be notified of the reason and what arrangements for the juvenile to make contact with the caller will be made.
- I. All telephone calls to or from juveniles shall be screened for authenticity. Staff shall not allow a juvenile to talk with anyone by telephone unless the identity of the individual has been confirmed.
 - 1. To confirm the identity of the caller for incoming telephone calls, staff receiving the call may take the caller's name and telephone number and, after reviewing information in the file, return the call, prior to allowing the juvenile to talk to the caller. The community case manager may also be consulted regarding the identity of the caller.
 - 2. To insure the accuracy of whom the juvenile is calling, staff shall dial all outgoing telephone calls for the juvenile and make contact with the approved recipient before the juvenile is allowed to converse with the individual called.
- J. A juvenile may call his or her legal representative at any reasonable time, and as often as the legal representative agrees is necessary, and will accept charges for the long distance calls. The calls will allow for a reasonable amount of privacy and duration. Either the legal representative or the juvenile may request such telephone calls.
- K. Staff shall advise all juveniles during the facility orientation of the procedures governing telephone communications.

IV. Continuous Renewal

This policy shall be reviewed five (5) years from its effective date to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

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This policy has been reviewed by the Board of Juvenile Justice Services and is approved upon the signature of the Director.

Eldon Money, Chairman
Board of Juvenile Justice Services

Date

Blake D. Chard, Director
Division of Juvenile Justice Services

Effective/Revision Date